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TRAINING CENTER/ROOM RESERVATIONS/RENTAL

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DTS has a newly updated training facility available for rent by the hour or day for any type of meeting or training located in the State Office Building, Training Center, room B108. DTS Training Coordinator schedules the Training Center, facilitates activities with customer and other resources, submits monthly billing on room rentals, and coordinates facilities upkeep and maintenance as required.

Product Features and Descriptions

| Feature | Description |
|---|---|
| Training Room Rentals (Hourly/Daily) | DTS has a training facility available for rent by the hour or the day, with capacity for up to 50 people, overhead projection, 13 PC's, wireless cards for access to Campus wireless or equivalent Internet access, with specially arranged Video Conferencing capability at an extra charge as defined by DTS technical staff. |
| Training Room Lease (AGRC) | AGRC regularly reserves the Training Center for two or more weeks per month pre-scheduled out months in advance to conduct self-taught training and to host ESRI vendor training to outside customers for a flat monthly rate. |

Features Not Included

| Feature | Explanation |
|--|---|
| Technical Services | Services for video conferencing, special networking configurations, or customized hardware and software set-up may require purchased services from internal/external technical vendors with all costs to be identified and incurred by the ordering agency. |
| Specialized Hardware/Software Expenses | Training requiring specialized hardware purchases, software purchases, non-bundled/standard licensing costs, maintenance fees, and any other hidden costs will be identified and incurred by the ordering agency. |
| Food Service | Catered food service and refreshments are not provided as a product or service by DTS Training Staff. |

Rates and Billing

| Feature | Description | Base Rate |
|--------------------------------------|---|-----------------------------|
| Training Room Rentals (Hourly/Daily) | Training facility available for reservation to all funded entities ordered through DTS Training Coordinator | \$50/hr up to \$100/day cap |
| Training Room Lease (AGRC) | AGRC monthly lease of training facility reservations are ordered and administered by DTS Training Coordinator | \$600.00/month |

Ordering and Provisioning

| Feature | Description |
|-------------------------------------|--|
| Training Center Reservations/Rental | Training Center is reserved via a customer e-mail request sent to DTSTRaining@utah.gov , or Training Coordinator, to include a valid active ELCID billing code. Training Coordinator confirms the reservation in writing to customer, and then facilitates other activities with customer and other resources as required to ensure a successful room rental event. Training Center rental reservations are billed monthly with billing viewable by customer through CIMS online billing system. Training Coordinator coordinates facilities upkeep, maintenance, and repairs as required. |

DTS Responsibilities

- Ensure mechanisms are in place for customers to reserve the Training Center for rental through written requests to DTSTRaining@utah.gov, or Training Coordinator.
- Schedule Training Center room rental reservations in accordance to customer request and resource availability.
- Send written confirmation to customer of Training Center room reservation.
- Provide customer Training Center logistics; such as, information on location, parking availability, visitor sign in, and other instructions as required.
- Bill training expenses monthly in accordance to approved rates with billing viewable to customers through CIMS online billing system.
- Assist and facilitate other associated training coordination activities as required.
- Coordinate facilities upkeep, maintenance, and repairs as required.

Agency Responsibilities

- Ensure authorized management approval of training, funding, and valid active ELCID billing codes are provided as required for reservation of the Training Center.
- Customer acts as a participatory sponsor and understands roles and responsibilities in general planning, testing, consultation, availability, and management of activities required to ensure success of customer sponsored training events.

Service Levels and Metrics

- Provide centralized point of contact for scheduling for rental of the Training Center.
- Have working facility and a reliable calendar used to manage customer requested room rentals at established approved rates.
- Performance measures established for the DTS training program are defined and reported monthly in the Balanced Scorecard.